

## Element Performance Inspection (EPI) Data Collection Tool

### 4.2.5 Training of Dispatchers (OP)

#### ELEMENT SUMMARY INFORMATION

**Purpose of this Element** (certificate holder's responsibility):

- To ensure the certificate holder's dispatchers are properly trained according to the certificate holder's FAA approved training program.

**Objective** (FAA oversight):

- To determine the effectiveness of the certificate holder's procedures in meeting the desired output of the process.
- To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Training of Dispatchers process.
- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Training of Dispatchers process.

**Specific Instructions:**

- To accomplish this EPI, the inspector will need to observe all or part of the curriculum segments of the FAA approved training program. For each question answered, the inspector should enter the name of the observed curriculum segment (examples listed below)\*, in the comments block. If the answer is "Yes", use the "Yes" button
- if the answer is "No", use the appropriate selection from the drop down menu.
- -Basic indoctrination training
- -Initial and transition training
- -Emergency training, including hands-on drills
- -Differences training
- -Security training
- -Recurrent training
- -Requalification training
- \*Although operating experience is part of the training program, that element is located in the "Crewmember and Dispatch Qualifications" system.
- The inspector should ensure all aspects of the training program are covered: manuals, lesson plans, mock-ups, training devices, facilities, etc. In addition to reviewing the training program, other documentation to review should include: record keeping locations, operations specifications, specifically part A for deviations to training requirements, etc.

**Related EPIs:**

- 3.1.3 Airmen Duties / Flight Deck Procedures (OP)
- 3.1.9 Aircraft Performance Operating Limitations (OP)
- 3.1.10 Lower Landing Minimums (LLM) (OP)
- 4.2.7 Training of Check Airmen and Instructors (OP)
- 4.2.9 Outsource Crewmember Training (OP)
- 4.2.10 Aircrew Designated Examiner (ADE) Program (OP)
- 4.2.12 Hazardous Material Training Program (OP)

**SUPPLEMENTAL INFORMATION****Specific Regulatory Requirements (SRRs):**

- SRRs:
  - 119.43(b)
  - 119.43(b)(1)
  - 119.43(b)(2)
  - 119.43(c)
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(2)
  - 121.135(b)(3)
  - 121.401
  - 121.401(a)(2)
  - 121.401(a)(3)
  - 121.401(b)
  - 121.401(c)
  - 121.403
  - 121.403(a)
  - 121.403(b)(1)
  - 121.403(b)(2)
  - 121.403(b)(5)
  - 121.403(b)(6)
  - 121.415(a)
  - 121.415(a)(1)
  - 121.415(a)(2)
  - 121.415(c)
  - 121.415(d)
  - 121.415(f)
  - 121.415(g)
  - 121.415(g)(1)
  - 121.415(g)(2)
  - 121.418
  - 121.418(a)
  - 121.418(a)(1)
  - 121.418(a)(3)
  - 121.422
  - 121.422(a)
  - 121.422(a)(1)(i)
  - 121.422(a)(1)(ii)
  - 121.422(a)(1)(iii)
  - 121.422(a)(1)(iv)
  - 121.422(a)(1)(ix)
  - 121.422(a)(1)(v)
  - 121.422(a)(1)(vi)
  - 121.422(a)(1)(vii)
  - 121.422(a)(1)(viii)
  - 121.422(a)(2)(i)
  - 121.422(a)(2)(ii)
  - 121.422(a)(2)(iii)
  - 121.422(a)(2)(iv)
  - 121.422(a)(2)(v)
  - 121.422(a)(2)(vi)
  - 121.422(a)(3)
  - 121.422(b)

- SRRs:
  - 121.422(c)
  - 121.427(a)
  - 121.427(b)
  - 121.427(b)(1)
  - 121.427(b)(2)
  - 121.427(b)(3)
  - 121.427(b)(4)
  - 121.427(c)
  - 121.427(c)(4)(i)
  - 121.427(c)(4)(ii)
  - 121.427(c)(4)(iii)
  - 121.429
  - 121.433(c)(1)(ii)
  - 121 App..I
  - C.384e

**Related CFRs & FAA Policy/Guidance:**

- Related CFRs:
  - Intentionally left blank
- FAA Policy/Guidance:
  - FAA Order 8900.1, Volume 3, Chapter 19, Section 1
  - FAA Order 8900.1, Volume 3, Chapter 22, Section 1
  - AC 120-88A

### EPI Section 1 - Performance Observables

**Objective:** The tasks and questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder follows its written procedures and controls and meets the established performance measures of the process. To accomplish this, questions have been generated to test both the outputs of the process as well as the process itself. Question 1 and its following subquestions are directed at the output(s) of the process, whereas questions 2-6, when answered, should be directed at the process itself.

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the certificate holder's policies, procedures, instructions, and information for the Training of Dispatchers process.
3.	Review the last accomplished associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements, and interface attribute section responses.
4.	Observe the certificate holder's Training of Dispatchers process to gain an understanding of the procedures, instructions, and information.
5.	Discuss the Training of Dispatchers process with the personnel (other than management) who perform the duties and responsibilities required by the (program/process).

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Determine whether the following performance measures were met:	
1.1.	<p>Were adequate ground training facilities provided for aircraft dispatcher training?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the training center that the Certificate Holder has adequate ground training facilities, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(b)(1); 121.401(a)(2)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	<p>Were qualified ground instructors provided for aircraft dispatcher training?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the training center that the Certificate Holder is providing properly qualified ground instructors, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(b)(1); 121.401(a)(2)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Were only current and qualified supervisors used to conduct required aircraft dispatcher competency checks?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	<p>Was the proficiency of dispatchers evaluated through appropriate testing and checking?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the training center that the Certificate Holder is conducting, in initial and transition ground training, a competency check given by an appropriate supervisor or ground instructor, demonstrating knowledge</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>and ability in the subjects set forth in 121.422(a), in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.422(b)</p> <p>2. Check at the records repository that the Certificate Holder has specifically designated an air transportation supervisor (qualified ground instructor or other qualified/designated personnel) to conduct aircraft dispatcher competency checks, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.020, sec.001, para. 3-1389</p> <p>3. Check at the records repository that the certificate holder's air transportation supervisors were current and qualified dispatchers for the operator, when they conducted aircraft dispatcher competency checks, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701</p>	
<p>1.5.</p>	<p>Were competency checks comprehensive in their content?  <i>Related Performance JTIs:</i></p> <p>1. Check at the training center that the Certificate Holder is conducting competency checks for the operational segments in which the aircraft dispatcher will become qualified, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701</p> <p>2. Check at the training center that competency checks are a comprehensive evaluation in which an appropriately qualified supervisor or instructor (designated air transportation supervisor) observes all aspects of the dispatch function, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701</p> <p>3. Check at the training center that competency checks for initial new-hires includes all types of aircraft the dispatcher will be qualified to dispatch, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701</p> <p>4. Check at the training center that initial new-hire competency checks are comprehensive enough to allow the dispatcher candidate to adequately demonstrate knowledge and ability in normal and abnormal situations, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701,B</p> <p>5. Check at the training center that initial equipment and transition competency checks are limited solely to the dispatch of aircraft types on which the aircraft dispatcher is qualifying, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701,B</p> <p>6. Check at the training center that recurrent and requalification competency checks encompass a representative sample of aircraft and routes for which the aircraft dispatcher is maintaining qualification, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701,B</p> <p>7. Check at the training center that the aircraft dispatcher is observed and evaluated conducting extended, twin-engine, overwater procedures (ETOPS), or operations conducted according to paragraphs B43 or B44 of the Ops Specs, during a competency check by an appropriate qualified supervisor or instructor, in accordance with the Certificate</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>

	<p>Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701,B</p> <p>8. Check at the training center that the aircraft dispatcher candidate dispatches all flights in the time the operator normally allows a fully qualified dispatcher to complete his/her work, and the outcome of the dispatch competency check must never be in question, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701,C</p>	
1.6.	<p>Were dispatchers exposed to a representative sample of routes and type aircraft during operational familiarization flights?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the records repository that each qualifying aircraft dispatcher selected flights for operations familiarization that were representative of the areas in which the dispatcher became qualified, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1703</p> <p>2. Check at the records repository that aircraft dispatchers were exposed to different routes and terminal areas in the aircraft dispatcher's areas of responsibilities on operational familiarization flights, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1703</p> <p>3. Check at the records repository that aircraft dispatchers responsible for extended over-water routes, ETOPS, and operations involving authorizations of paragraph B43 and/or B44 are provided operational familiarization over those routes, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1703</p> <p>4. Check at the records repository that when aircraft dispatchers received operational familiarization in a simulator, the 5 hours were accomplished by observing line-oriented flight training (LOFT) and cockpit resource management training of flight crewmembers and was not reduced, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1703</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>
1.7.	<p>Did instructors follow the lesson plan for the appropriate curriculum segment?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the training center that the Certificate Holder is it is adequately training Aircraft Dispatchers in the carriage and handling of dangerous articles, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(b)(1); 121.401(a)(1)</p> <p>2. Check at the training center that the Certificate Holder is adequately training aircraft dispatchers in the carriage and handling of magnetized materials, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(b)(1); 121.401(a)(1)</p> <p>3. Check at the training center that the Certificate Holder is providing appropriate instructions relevant to Aircraft Dispatcher training, for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</p> <p>4. Check at the training center that the Certificate Holder is keeping</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

	<p>current, appropriate instructions relevant to Aircraft Dispatcher training, for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</p> <p>5. Check at the training center that the Certificate Holder is providing appropriate instructions relevant to Aircraft Dispatcher checks for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</p> <p>6. Check at the training center that the Certificate Holder is keeping current appropriate instructions relevant to Aircraft Dispatcher checks for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</p> <p>7. Check at the training center that the Certificate Holder is instructing newly hired Aircraft Dispatchers, during basic indoctrination ground training, in at least the following: duties and responsibilities of dispatchers, as applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(a)(1)(i)</p> <p>8. Check at the training center that the Certificate Holder is instructing newly hired Aircraft Dispatchers, during basic indoctrination ground training, in at least the following: appropriate provisions of the Federal Aviation Regulations, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(a)(1)(ii)</p> <p>9. Check at the training center that the Certificate Holder is instructing newly hired Aircraft Dispatchers, during basic indoctrination ground training, in at least the following: contents of the certificate holder's operating certificate and operations specifications, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(a)(1)(iii)</p> <p>10. Check at the training center that the Certificate Holder is instructing newly hired Aircraft Dispatchers, during basic indoctrination ground training, in at least the following: appropriate portions of the certificate holder's operating manual, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(a)(1)(iv)</p> <p>11. Check at the training center that the Certificate Holder is providing additional differences training, as necessary, to ensure that each dispatcher is adequately trained, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(d)</p> <p>12. Check at the training center that the Certificate Holder is instructing in subjects and procedures specified in 121.422 for aircraft dispatcher transition training, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(f)</p> <p>13. Check at the training center that the Certificate Holder is instructing the reduced programmed hours in transition training as provided in 121.405, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(f)</p> <p>14. Check at the training center that the Certificate Holder is omitting instruction of particular subjects and procedures in transition training as provided in 121.405, in accordance with the Certificate Holder's design.</p>	
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	<p><i>Sources:</i> 121.135(a)(1); 121.422(a)(1)(ii)</p> <p>26. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including the NOTAM system, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(1)(iii)</p> <p>27. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including navigation aids and appropriate publications, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(1)(iv)</p> <p>28. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including joint dispatcher-pilot responsibilities, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(1)(v)</p> <p>29. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including characteristics of appropriate airports, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(1)(vi)</p> <p>30. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including prevailing weather phenomena and the available sources of weather information, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(1)(vii)</p> <p>31. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including air traffic control and instrument approach procedures, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(1)(viii)</p> <p>32. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including approved dispatcher resource management (DRM) initial training, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(1)(ix)</p> <p>33. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including for each airplane, a general description of the airplane emphasizing operating and performance characteristics, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(2)(i)</p> <p>34. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including, for each airplane, navigation equipment, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(2)(i)</p> <p>35. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including, for each airplane, instrument approach and communication equipment, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(2)(i)</p> <p>36. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including, for each airplane, emergency equipment and procedures, in accordance with the Certificate Holder's design.</p>	
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	<p><i>Sources:</i> 121.135(a)(1); 121.422(a)(2)(i)</p> <p>37. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including, for each airplane, other subjects having a bearing on dispatcher duties, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(2)(i)</p> <p>38. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including, for each airplane, flight operations procedures including procedures in 121.419(a)(2)(ii), in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(2)(ii)</p> <p>39. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including, for each airplane, weight and balance computations, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(2)(iii)</p> <p>40. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including, for each airplane, basic airplane performance dispatch requirements and procedures, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(2)(iv)</p> <p>41. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including, for each airplane, flight planning, including track selection, flight time analysis and fuel requirements, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(2)(v)</p> <p>42. Check at the training center that the Certificate Holder is instructing in initial and transition ground training, including, for each airplane, emergency procedures, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(2)(vi)</p> <p>43. Check at the training center that the Certificate Holder is emphasizing, in initial and transition ground training, emergency procedures, including the alerting of proper governmental, company and private agencies during emergencies, to give maximum help to an airplane in distress, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.422(a)(3)</p> <p>44. Check at the training center that the Certificate Holder is instructing in the subjects required for initial ground training by 121.415(a), during recurrent training, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.427(b)(2)</p> <p>45. Check at the training center that the Certificate Holder is conducting DRM training during recurrent training, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.427(b)(4)</p> <p>46. Check at the training center that the Certificate Holder is providing instruction during recurrent ground training of at least 8 programmed hours for Group I reciprocating powered airplanes, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(a)(1); 121.427(c)(4)(i)</p> <p>47. Check at the training center that the Certificate Holder is providing instruction during recurrent ground training of at least 10 programmed hours of instruction for Group I turbo propeller powered airplanes, in</p>	
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	<p>accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(a)(1); 121.427(c)(4)(ii)</p>	
48.	<p>Check at the training center that the Certificate Holder is providing instruction during recurrent ground training of at least 20 programmed hours of instruction for Group II airplanes, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(a)(1); 121.427(c)(4)(iii)</p>	
49.	<p>Check at the training center that the Certificate Holder is conducting training that meets the requirements of Appendix I to Part 121 for Aircraft Dispatchers, as specified in 121.429(a), in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(a)(1); 121.429(a)</p>	
50.	<p>Check at the training center that the Certificate Holder is conducting training that meets the requirements of Appendix I to Part 121 for Aircraft Dispatcher supervisors, as specified in 121.429(a), in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(a)(1); 121.429(a)</p>	
51.	<p>Check at the training center that instruction in the "duties and responsibilities" module of aircraft dispatcher basic indoctrination, includes specifics in how and by whom all required operational control functions are to be accomplished, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p>	
52.	<p>Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes the policies and procedures that ensure the aircraft dispatcher and the operator are in compliance with the FAR's during flight operations, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p>	
53.	<p>Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes Subpart I of Part 121, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p>	
54.	<p>Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes Subpart P of Part 121, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p>	
55.	<p>Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes Subpart Q &amp; R of Part 121, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p>	
56.	<p>Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes Subpart T of Part 121, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p>	
57.	<p>Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes Subpart U of Part 121, in accordance with the</p>	

	<p>Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p> <p>58. Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes Subpart V of Part 121, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p> <p>59. Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes Part 91, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p> <p>60. Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes Subpart C, Part 65.51, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p> <p>61. Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes Parts 107 &amp; 108, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p> <p>62. Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes HMR 175, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p> <p>63. Check at the training center that instruction in the "appropriate provisions of the FAR's" module of aircraft dispatcher basic indoctrination, includes NTSB 830, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p> <p>64. Check at the training center that instruction in the "contents of the operator's operating certificate and operations specifications" module of aircraft dispatcher basic indoctrination training includes specific operations that the operator may conduct, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,B</p> <p>65. Check at the training center that instruction in the " appropriate portions of the operators manual" module of aircraft dispatcher basic indoctrination includes training on the organization and content of relevant sections of the operator's manuals, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1657,D</p> <p>66. Check at the training center that the Certificate Holder is conducting instruction in as many training modules as necessary during basic indoctrination to ensure adequate training, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1658</p> <p>67. Check at the training center that the Certificate Holder conducts instruction, which follows the outline for each training module, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1658</p>	
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	<p>68. Check at the training center that dispatcher students are receiving adequate training by instruction in the approved training modules, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1658</p> <p>69. Check at the training center that the Certificate Holder conducts instruction in basic indoctrination which includes the training modules required by FAR 121.415(a) and is counted toward the required hours, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1658,B</p> <p>70. Check at the training center that the Certificate Holder instructs from the training program outline showing the training modules listed in the curriculum segment designated by the FAR's, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1658,B</p> <p>71. Check at the training center that the Certificate Holder is conducting aircraft dispatcher basic indoctrination training that meets or exceeds the 40 hour minimum regulatory requirement, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1660</p> <p>72. Check at the training center that the certificate holder, during dispatcher initial training, is placing strong emphasis on weather interpretation and adverse weather conditions during required meteorology instruction, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,B</p> <p>73. Check at the training center that sufficient aircraft system instructions and information applicable to specific dispatcher duties and responsibilities are taught, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,B</p> <p>74. Check at the training center that differences, which affect aircraft dispatcher duties, such as operating characteristics, performance limitations, or MELs, are taught, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,B</p> <p>75. Check at the training center that dispatch operations procedures for each type of aircraft, including dispatch release preparation, are taught, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,D</p> <p>76. Check at the training center that dispatch operations procedures for each type of aircraft, including crew briefings, are taught, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,D</p> <p>77. Check at the training center that dispatch operations procedures for each type of aircraft, including flight monitoring procedures, are taught, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,D</p> <p>78. Check at the training center that dispatch operations procedures for each type of aircraft, flight crew response to emergency situations, are taught, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,D</p> <p>79. Check at the training center that dispatch operations procedures for each type of aircraft that includes instructions in MEL/CDL procedures</p>	
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	<p>are taught, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,D</p> <p>80. Check at the training center that dispatch operations procedures for each type of aircraft that includes instructions in manual performance in case of loss of automated capabilities are taught, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,D</p> <p>81. Check at the training center that dispatch operations procedures for each type of aircraft that includes instructions in training in appropriate geographic areas are taught, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,D</p> <p>82. Check at the training center that dispatch operations procedures for each type of aircraft that includes instructions in radio/telephone procedures are taught, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1681,D</p> <p>83. Check at the training center that the Certificate Holder is providing initial equipment training for current and qualified aircraft dispatchers that are qualifying to dispatch an aircraft of a different group, such as turbojet, turbo-propeller, or reciprocating engine type airplanes, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1682,B</p> <p>84. Check at the training center that the Certificate Holder is providing transition training to qualify a current and qualified aircraft dispatcher in a new type of aircraft of the same group, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1682,B</p> <p>85. Check at the training center that the Certificate Holder is conducting requalification training to restore an unqualified dispatcher to a qualified status, in accordance with the Certificate Holder's design.  <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701</p>	
<p>1.8.</p>	<p>Did instructors maintain appropriate records in accordance with the approved training program?  <i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the records repository that the Certificate Holder has established each dispatcher's base month for required recurrent training, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(a)(1); 121.401(b)</li> <li>2. Check at the records repository that the Certificate Holder has established each dispatcher's base month for the required dispatcher competency check, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(a)(1); 121.401(b)</li> <li>3. Check at the records repository that required dispatcher recurrent training was accomplished in the calendar month before, during or after the required recurrent training calendar month, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(a)(1); 121.401(b)</li> <li>4. Check at the records repository that required dispatcher competency check was accomplished in the calendar month before, during or after the required competency check calendar month, in accordance with the</li> </ol>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>

	<p>Certificate Holder's design.  <i>Sources:</i> 121.135(a)(1); 121.401(b)</p> <p>5. Check at the records repository that Aircraft Dispatcher instructor(s) have certified to the proficiency of the Aircraft Dispatcher upon completion of the training, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>6. Check at the records repository that Aircraft Dispatcher instructor(s) have certified to the knowledge of the Aircraft Dispatcher upon completion of the training, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>7. Check at the records repository that Aircraft Dispatcher supervisor(s) have certified to the proficiency of the Aircraft Dispatcher upon completion of the training, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>8. Check at the records repository that Aircraft Dispatcher supervisor(s) have certified to the knowledge of the Aircraft Dispatcher upon completion of the training, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>9. Check at the records repository that Aircraft Dispatcher instructor(s) have certified to the proficiency of the Aircraft Dispatcher, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>10. Check at the records repository that Aircraft Dispatcher instructor(s) have certified to the knowledge of the Aircraft Dispatcher upon completion of the competency check, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>11. Check at the records repository that Aircraft Dispatcher supervisor(s) have certified to the proficiency of the Aircraft Dispatcher upon completion of the competency check, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>12. Check at the records repository that Aircraft Dispatcher supervisor(s) have certified to the knowledge of the Aircraft Dispatcher upon completion of the competency check, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>13. Check at the records repository that the Certificate Holder has Aircraft Dispatcher training records, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>14. Check at the records repository that each record of Aircraft Dispatcher training has been certified in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>15. Check at the records repository that each record of Aircraft Dispatcher checks has been certified in accordance with the Certificate Holder's design.</p>	
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	<p><i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>16. Check at the records repository that the certified training records have been made a permanent part of each Aircraft Dispatcher training record in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>17. Check at the records repository that each certified record has been identified with a certified instructor in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>18. Check at the records repository that each certified record has been identified with a certified supervisor in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>19. Check at the records repository that the Certificate Holder has not utilized an Aircraft Dispatcher after March 19, 1999, that has not completed a Dispatch Resource Management (DRM) initial training course with the certificate holder. <i>Sources:</i> 121.135(b)(1); 121.404</p> <p>20. Check at the records repository that the Certificate Holder has not utilized an Aircraft Dispatcher after March 19, 1999, who has not completed a Dispatch Resource Management (DRM) initial training course with another certificate holder. <i>Sources:</i> 121.135(b)(1); 121.404</p> <p>21. Check at the records repository that the Certificate Holder is crediting all or part of initial ground DRM training received before March 19, 1999, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(24); 121.406(c)</p> <p>22. Check at the records repository that the training aids, devices, methods and procedures used in a previous voluntary DRM program for which the Certificate Holder received credit met the quality of an approved DRM initial ground training program for aircraft dispatcher training, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(24); 121.406(d)</p> <p>23. Check at the records repository that aircraft dispatchers have satisfactorily completed recurrent ground training and a competency check in the preceding 12 calendar months, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.433(c)(1)(ii)</p> <p>24. Check at the records repository that the Certificate Holder has not used a person, nor has a person served as an aircraft dispatcher in domestic or flag operations for a particular airplane group unless that person satisfactorily completed all required dispatcher training, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.463(a)(1)</p> <p>25. Check at the records repository when a dispatcher has completed initial training for another type airplane of the same group, that all required transition training has been satisfactorily accomplished, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.463(a)(1)</p> <p>26. Check at the records repository that each aircraft dispatcher has completed 5 hours of operating familiarization under operations conducted under part 121 from the flight deck or, for airplanes without an observer seat on the flight deck, from a forward passenger seat with</p>	
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	<p>headset or speaker, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.463(a)(2)</p> <p>27. Check at the records repository that the Certificate Holder has allowed for the reduction of the 5 hours of operating familiarization requirement to a minimum of 2 hours by substituting one additional takeoff and landing for an hour of flight time, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.463(a)(2)</p> <p>28. Check at the records repository that the Certificate Holder has allowed a person to serve as an aircraft dispatcher, for only 90 days or less, without meeting the 5 hours of operating familiarization, after the initial introduction of the airplane into operations under part 121, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.463(a)(2)</p> <p>29. Check at the records repository that no person served as an aircraft dispatcher for a particular type airplane unless that person has satisfactorily completed differences training, if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.463(b)</p> <p>30. Check at the records repository that no person served as an aircraft dispatcher in domestic or flag operations unless they completed at least 5 hours of operating familiarization in the preceding 12 calendar months, in one of the types of aircraft in each group to be dispatched, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.463(c)</p> <p>31. Check at the records repository the Certificate Holder has allowed for the reduction of the 5 hours of operating familiarization requirement to a minimum of 2 hours by substituting one additional takeoff and landing for an hour of flight time, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.463(c)</p> <p>32. Check at the records repository that the Certificate Holder has not reduced the 5-hour operating familiarization requirement, when using a simulator for each airplane group approved under 121.407, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.463(c)</p> <p>33. Check at the records repository, that aircraft dispatchers and other affected personnel are qualified in the specific requirements of the approved de-ice/anti-ice program, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.629(c)(2)(i)</p> <p>34. Check at the records repository that the Certificate Holder has documented the training of each dispatch ground instructor, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.020, sec.001, para. 3-1401 C</p> <p>35. Check at the records repository that the Certificate Holder has documented the training of each air transportation supervisor, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.020, sec.001, para. 3-1401 C</p> <p>36. Check at the records repository that the Certificate Holder has documented the qualifications of each dispatch ground instructor, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.020, sec.001, para. 3-1401 C</p>	
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	<p>37. Check at the records repository that the Certificate Holder has documented the qualifications of each air transportation supervisor, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.020, sec.001, para. 3-1401 C</p> <p>38. Check at the records repository that the Certificate Holder is maintaining a program that qualifies and trains air transportation supervisors, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.020, sec.001, para. 3-1402</p> <p>39. Check at the records repository that air transportation supervisors have satisfactorily completed the appropriate training curriculum, competency check and recurrent training, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.020, sec.001, para. 3-1402</p> <p>40. Check at the records repository that the initial new-hire category of training was used to qualify personnel who have not had previous dispatcher experience with the operator, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.001, para. 3-1609,A</p> <p>41. Check at the records repository that the initial equipment category of training was used to qualify an aircraft dispatcher who has previously trained and qualified as an aircraft dispatcher on one group of aircraft and is now qualifying on an aircraft in another group, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.001, para. 3-1609,B</p> <p>42. Check at the records repository that the transition category of training was used to qualify an aircraft dispatcher who has previously trained and qualified as an aircraft dispatcher on an aircraft type and is now qualifying on another aircraft type of the same group, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.001, para. 3-1609,C</p> <p>43. Check at the records repository that the recurrent category of training was used to qualify an aircraft dispatcher who has been trained and qualified by the operator, and who must receive recurrent training and a competency check within the appropriate eligibility period to maintain currency. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.001, para. 3-1609,D</p> <p>44. Check at the records repository that the requalification category of training was used to requalify an aircraft dispatcher who was trained and qualified by the operator, but who became unqualified due to not having satisfactorily completed recurrent training, a competency check, or operational familiarization within the appropriate eligibility period, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.001, para. 3-1609,E</p> <p>45. Check at the records repository that each person required to train under the specific dispatcher training curriculum has completed that training. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.001, para. 3-1610</p> <p>46. Check at the records repository that training given on subjects other than what is required by the FAR's, were included and taken credit for in aircraft basic indoctrination, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1656</p> <p>47. Check at the records repository that authorized instructors or supervisors have certified the completion of a curriculum segment by an</p>	
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	<p>aircraft dispatcher student, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.003, para. 3-1659</p> <p>48. Check at the records repository that the Certificate Holder is completing competency checks or operational familiarization in the calendar month before, in the calendar month due, or in the calendar month after the training/checking month, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701</p> <p>49. Check at the training center that the Certificate Holder is conducting competency checks as part of the requalification category of training for the operational segment in which the aircraft dispatcher is qualified, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1701</p> <p>50. Check at the records repository that the dispatcher candidate completed 5 hours of operational familiarization in one aircraft of each group when initially qualifying. This 5 hours may have been reduced to 2.5 hours with the substitution of 1 hour for each additional takeoff and landing when accomplished in an aircraft, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1703</p> <p>51. Check at the records repository that each aircraft dispatcher has completed recurrent training every 12 calendar months, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1706,A</p> <p>52. Check at the records repository that aircraft dispatcher recurrent training program covered all initial training curriculum subjects once every 3 years, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1706,C</p> <p>53. Check at the records repository that airplane training for dispatchers was not given to the exclusion of other required recurrent training, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1706,C</p> <p>54. Check at the records repository that aircraft dispatchers who have become non-current over a segment or geographic area receive re-familiarization training, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1707</p> <p>55. Check at the records repository that aircraft dispatchers that have become non-current due to a failed competency check, incomplete recurrent training, or incomplete operational familiarization during the previous 12 calendar months are provided requalification training, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.005, para. 3-1708</p>	
1.9.	<p>Were adequate materials, forms, evaluations, procedures, and training aids provided?</p> <p><i>Related Performance JTIs:</i></p> <p>1. Check at the training center that the Certificate Holder has appropriate training materials relevant to Aircraft Dispatcher training, in accordance with the Certificate Holder's design.</p> <p><i>Sources:</i> 121.135(b)(1); 121.401(a)(2)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

	<ol style="list-style-type: none"> <li data-bbox="277 155 1192 310">2. Check at the training center that the Certificate Holder is providing current appropriate training materials for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> <li data-bbox="277 323 1192 453">3. Check at the training center that the Certificate Holder is providing appropriate examinations for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> <li data-bbox="277 466 1192 621">4. Check at the training center that the Certificate Holder is keeping current, examinations relevant to Aircraft Dispatcher training, for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> <li data-bbox="277 634 1192 789">5. Check at the training center that the Certificate Holder that it currently has appropriate forms relevant to Aircraft Dispatcher training, for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> <li data-bbox="277 802 1192 957">6. Check at the training center that the Certificate Holder is keeping current, appropriate forms relevant to Aircraft Dispatcher training, for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> <li data-bbox="277 970 1192 1125">7. Check at the training center that the Certificate Holder is providing appropriate procedures relevant to Aircraft Dispatcher training, for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> <li data-bbox="277 1138 1192 1293">8. Check at the training center that the Certificate Holder is keeping current, appropriate procedures relevant to Aircraft Dispatcher training, for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> <li data-bbox="277 1306 1192 1461">9. Check at the training center that the Certificate Holder is providing appropriate training materials relevant to Aircraft Dispatcher checks for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> <li data-bbox="277 1474 1192 1629">10. Check at the training center that the Certificate Holder is keeping current, appropriate training materials relevant to Aircraft Dispatcher checks for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> <li data-bbox="277 1642 1192 1797">11. Check at the training center that the Certificate Holder is providing appropriate examinations relevant to Aircraft Dispatcher checks for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> <li data-bbox="277 1810 1192 1938">12. Check at the training center that the Certificate Holder is keeping current, appropriate examinations relevant to Aircraft Dispatcher checks for each airplane type, including variations if applicable. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</li> </ol>	
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	<p>13. Check at the training center that the Certificate Holder is providing appropriate forms relevant to Aircraft Dispatcher checks for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</p> <p>14. Check at the training center that the Certificate Holder is keeping current, appropriate forms relevant to Aircraft Dispatcher checks for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</p> <p>15. Check at the training center that the Certificate Holder is providing appropriate procedures relevant to Aircraft Dispatcher checks for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</p> <p>16. Check at the training center that the Certificate Holder is keeping current, appropriate procedures relevant to Aircraft Dispatcher checks for each airplane type, including variations if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(a)(3)</p> <p>17. Check at the training center that the Certificate Holder is utilizing training devices that are approved for Aircraft Dispatcher training in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(24); 121.403(b)(2)</p> <p>18. Check at the training center that the Certificate Holder is utilizing training mockups that are approved for Aircraft Dispatcher training in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(24); 121.403(b)(2)</p> <p>19. Check at the training center that the Certificate Holder is utilizing system trainers that are approved for Aircraft Dispatcher training in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(24); 121.403(b)(2)</p> <p>20. Check at the training center that the Certificate Holder is utilizing procedure trainers that are approved for Aircraft Dispatcher training in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(24); 121.403(b)(2)</p>	
1.10.	<p>Were adequate training, practice, and competency checks provided? <i>Related Performance JTIs:</i></p> <p>1. Check at the training center that the Certificate Holder is ensuring each person who successfully completes the training, is adequately trained to perform his assigned duties, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(24); 121.405(c)</p> <p>2. Check at the training center that the aircraft dispatchers are receiving practice, in addition to ground training and instruction, as necessary to remain adequately trained and currently proficient with respect to the airplane and type of operation in which they serve, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(g)(1)</p> <p>3. Check at the training center that the aircraft dispatchers are receiving practice, in addition to ground training and instruction, as necessary to</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>

	<p>become qualified in new equipment, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(g)(2)</p> <p>4. Check at the training center that the aircraft dispatchers are receiving practice, in addition to ground training and instruction, as necessary to become qualified in facilities, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(g)(2)</p> <p>5. Check at the training center that the aircraft dispatchers are receiving practice, in addition to ground training and instruction, as necessary to become qualified in procedures and techniques, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(g)(2)</p> <p>6. Check at the training center that the aircraft dispatchers are receiving practice, in addition to ground training and instruction, as necessary to become qualified in modifications to airplanes, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.415(g)(2)</p> <p>7. Check at the training center that the certificate holder's recurrent training ensures that each Aircraft Dispatcher is adequately trained with respect to the type airplane, including differences training if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.427(a)</p> <p>8. Check at the training center that the certificate holder's recurrent training ensures that each Aircraft Dispatcher is currently proficient with respect to the type airplane, including differences training if applicable, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.427(a)</p> <p>9. Check at the training center that the Certificate Holder is conducting a quiz or other review to determine the state of the dispatcher's knowledge with respect to the airplane involved, during recurrent training, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.427(b)(1)</p> <p>10. Check at the training center that the Certificate Holder is conducting a competency check during recurrent ground training as required by 121.422(b), in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.427(b)(3)</p> <p>11. Check at the training center that aircraft dispatchers serving in domestic or flag operations remain familiar with all essential operating procedures for that segment of the operation over which the aircraft dispatcher exercises jurisdiction, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.463(d)</p> <p>12. Check at the training center that the Certificate Holder is utilizing the information that applies to the airplane groups, terms, and definitions as stated in 121.400, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.463(e)</p> <p>13. Check at the training center that the program hours of transition training are ensuring the aircraft dispatcher is knowledgeable and proficient with respect to the new aircraft type, in accordance with the Certificate Holder's design. <i>Sources:</i> FAA Order 8900.1, vol.3, ch.022, sec.004, para. 3-1683</p>	
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1.11.	<p>Was the curriculum in the training program comprehensive, without duplication within subject areas?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the training center that the Certificate Holder is not duplicating previous training subjects that have been completed during prior training for another airplane, except for recurrent training, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.401(d)</li> <li>2. Check at the training center that the Certificate Holder is repeating training subjects applicable to more than one airplane during recurrent training, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(a)(1); 121.401(d)</li> <li>3. Check at the training center that the Certificate Holder has prepared a written training program curriculum for each type of airplane with respect to Aircraft Dispatchers in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.403(a)</li> <li>4. Check at the training center that the Certificate Holder has a current written training program curriculum for each type of airplane with respect to Aircraft Dispatchers in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.403(a)</li> <li>5. Check at the training center that the Certificate Holder has an Aircraft Dispatcher training curriculum that includes appropriate ground training required by subpart N in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.403(a)</li> <li>6. Check at the training center that the Certificate Holder has an Aircraft Dispatcher ground training curriculum that includes a list of principal ground training subjects in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(24); 121.403(b)(1)</li> <li>7. Check at the training center that the Certificate Holder has an Aircraft Dispatcher ground training curriculum that includes emergency training subjects in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(24); 121.403(b)(1)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.	<p>Were supervisors and instructors who were responsible for specific subjects, courses of training, and competency checks identified?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check at the training center that the Certificate Holder has identified Aircraft Dispatcher Instructors that are responsible for a particular ground training subject, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(c)</li> <li>2. Check at the training center that the Certificate Holder has identified Aircraft Dispatcher supervisor(s) that are responsible for a particular ground training subject, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.135(b)(1); 121.401(c)</li> <li>3. Check at the training center that the Certificate Holder has identified Aircraft Dispatcher instructor(s) that are responsible for a particular</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>course of training, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>4. Check at the training center that the Certificate Holder has identified Aircraft Dispatcher supervisor(s) that are responsible for a particular course of training, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>5. Check at the training center that the Certificate Holder has identified Aircraft Dispatcher instructor(s) that are responsible for competency checks, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p> <p>6. Check at the training center that the Certificate Holder has identified Aircraft Dispatcher supervisor(s) that are responsible for competency checks, in accordance with the Certificate Holder's design.  <i>Sources:</i> 121.135(b)(1); 121.401(c)</p>	
2.	Were the certificate holder's policies, procedures, instructions, and information for the Training of Dispatchers process, followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Were the Training of Dispatchers process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Did the records for the Training of Dispatchers process comply with the instructions provided by the certificate holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Were the process measurements for the Training of Dispatchers process effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>EPI Section 1 - Performance Observables Drop-Down Menu</b>	
1.	Personnel.
2.	Tools and Equipment.
3.	Technical Data.
4.	Procedures, policies or instructions or information.
5.	Materials.
6.	Facilities.
7.	Controls.
8.	Process Measures.
9.	Interfaces.
10.	Desired Outcome.
11.	Other.

### EPI Section 2 - Management Responsibility & Authority Observables

**Objective:** The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
	NOTE: If no personnel or major program changes (as defined by the principal inspector (PI)) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3–6, below. Answer questions 1 and 2, below, and provide the name/title.
1.	Identify the person who has overall responsibility for the Training of Dispatchers process.
2.	Identify the person who has overall authority for the Training of Dispatchers process.
3.	Review the duties and responsibilities for those who manage the Training of Dispatchers process.
4.	Review the appropriate organizational chart.
5.	Discuss the Training of Dispatchers process with the management personnel identified in tasks 1 and 2.
6.	Evaluate the qualifications and work experience of the management personnel identified in tasks 1 and 2.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Is there a clearly identified person who is responsible for the quality of the Training of Dispatchers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Is there a clearly identified person who has authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Training of Dispatchers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the responsible person know that he/she has responsibility for the Training of Dispatchers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
4.	Does the person with authority know that he/she has authority for the Training of Dispatchers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
5.	Does the person with responsibility for the Training of Dispatchers process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
6.	Does the person with authority to establish and modify the Training of Dispatchers process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
7.	Does the person with responsibility understand the controls, process	<input type="checkbox"/> Yes

	measurements, and interfaces associated with the Training of Dispatchers process?	<input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
8.	Does the person with authority understand the controls, process measurements, and interfaces associated with the Training of Dispatchers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
9.	Does the responsible person know who has authority to establish and modify the Training of Dispatchers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
10.	Does the individual with authority know who has the responsibility for the Training of Dispatchers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

<b>EPI Section 2 - Management Responsibility &amp; Authority Observables Drop-Down Menu</b>	
1.	Assignment of responsibility.
2.	Assignment of authority.
3.	Does not understand procedures, policies or instructions and information.
4.	Does not understand controls.
5.	Does not understand process measurements.
6.	Does not understand interfaces.
7.	Span of control.
8.	Position vacant.
9.	Other.